Alcatel ONE TOUCH Evolve

Product Information

Color of Device	Black
Kit Contents	Battery, charger, USB cable, Alcatel ONE TOUCH Evolve
SIM Type	SIM card

Specifications

Adobe Flash	Yes, Flash Player 11
Battery life	Usage time: 13.5 hours (2G), up to 13 hours (3G)* Standby time: up to 16 days* *Talk and standby times and other specifications are provided by the manufacturer and are approximate. Actual performance varies based upon features or services used, network configuration, signal strength, operating temperature, customer use, and other factors.
Dimensions of handset	121.5 x 64 x 11.8 mm
Main display	4.0” WVGA 480 x 800 pixels TN, 16M color display
Memory	Internal Memory: 512MB/1GB (ONE TOUCH 5020W) MicroSD Card: up to 32GB End User Memory: 1.4GB
Frequency bands	GSM 850/900/1800/1900;UMTS 900/2100;UMTS 850/1900/2100UMTS 850/1900/AWS
Phone style	Bar
Operating system	Android Jelly Bean 4.1
Weight	136.5g

Call Management

Picture caller ID	No
External CLI	Yes
Ringer caller ID	No
Speed dial/One Touch Dial	Yes
Speakerphone	Yes
Vibrate	Yes
Voice dialing	Yes

Speaker Independent Voice Recognition (SIVR)	No

Camera

Modes	Multiple shooting modes available
Multi shot	Yes
Resolution	5MP (rear facing)
Video capture	720@30fps
Zoom	Digital zoom
Flash	No

Connectivity

Bluetooth	4.0, A2DP (stereo Bluetooth), OPP (Object Push Profile), HFP, AVRCP, PBAP
Browser	Type: Android browser Supports: HTML 5.0 (Partial), XHTML 1.2 CSS 1.0/2.1 (Partial)/3.0 (Partial) RTP/RTSP ECMAScript 3rd edition
Near Field Communication (NFC)	Yes
Location Base Services (LBS)	Google Maps
USB support	Micro USB
Wi-Fi	• Wi-Fi 802.11 a/b/g/n • Wi-Fi Web browsing • Wi-Fi Sharing

Messaging

Email client	POP3, IMAP, Exchange, Gmail
Voice Notes	Yes
Instant messaging client	Can be downloaded from Play Store
Picture messaging	Yes

Video messaging	Yes
Text messaging	Yes

Personalization & Fun

FM Radio	Yes
Games	Downloadable (Via Play Store)
Music player	Yes
Ringtones	Preloaded and downloadable
Themes	No
Wallpaper	Preloaded and downloadable

Call Basics

Answer calls

To answer a call, follow these steps:

When receiving a call touch the phone icon and slide to the right to answer.

Reject calls

To reject a call, follow these steps:

When receiving a call touch the phone icon and slide to the left to reject.

Block calls - Not available

This feature is not available.

Call Forwarding

Cancel call forwarding

To cancel call forwarding, follow these steps:

1. From any Home screen, tap the Phone icon.
2. Tap the Menu icon in the bottom right.
3. Tap **Voice call**.
4. Tap **Call forwarding**.
5. Tap **Always forward** to cancel
6. Tap **Disable**.
   Note: By disabling **Always forward**, the three options below re-appear on the device:
   - Forward when busy
   - Forward if unanswered
   - Forward if unreachable

Forward all calls (unconditional)

To enable call forwarding for all calls, follow these steps:

1. From any Home screen, tap the Phone icon.
2. Tap the **Menu** icon in the bottom right.
3. Tap **Settings**.
4. Tap **Voice call**.
5. Tap **Call forwarding**.
6. Tap **Always forward** to enable.
   Note: By enabling **Always forward**, the three options below will become grayed out on the device:
   - Forward when busy
   - Forward if unanswered
   - Forward if unreachable

Call Log

Reset call log

To reset or clear the call log or history, follow these steps:

1. From any Home screen, tap the Phone icon.
2. Tap **Call log** at the top of the screen.
3. Tap the red diagonal down arrow to reset call log.

View call log

Call logs may approximate the amount of time you have spent on phone calls.

To view call logs or history, follow these steps:

1. From any Home screen, press the **Phone** icon.
2. Tap **Call log** at the top of the screen.
3. You can view call logs for the following.
    - Incoming calls (blue arrows)
    - Outgoing calls (green arrows)
    - Missed calls (red arrows)

Call Settings

Turn on / off touch tones (DTMF)

Your device can send a number to the network as dual tone multi-frequency (DTMF) tones. DTMF tones are used to communicate with automated systems that require you to type a number such as a code, password, or credit card number.

To turn off DTMF tones (touch tones), follow these steps:

1. From any Home screen, tap the **Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'SYSTEM.'
4. Clear the **Dial pad touch tones** check box.

Voicemail

Call voicemail

To call voicemail, follow these steps:

Using the Phone icon

1. From any home screen, tap the **Phone** icon.
2. Tap the **Dialer** tab to display the keypad.
3. Press and hold the **1** key.

Using the Voicemail application

1. From any Home screen, tap the **All apps** icon.
2. Tap **Visual Voicemail**.
3. Tap the **Menu** key.
4. Tap **Call Voicemail**.

Set voicemail number

This feature is not available. You cannot change your voicemail number.

Bluetooth

Pair / Unpair Bluetooth device

To turn on Bluetooth and pair with a headset or other device, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. Move the Bluetooth switch to the **ON** position.
5. If necessary, make the device you want to pair with visible now so it will appear in your device list.
6. If the device appears in the list, tap it to pair with handset.
7. Otherwise tap **SEARCH FOR DEVICES** at the bottom of screen.
8. When the device appears in the list, tap it to pair with handset.
9. Once it is connected, it shows as 'Connected' under **Paired Devices**.

Unpair Bluetooth device

To turn off Bluetooth and unpair with a headset or other device, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. Locate the paired device and tap the **Settings** icon to the right of it.
5. Tap **unpair**.

Turn on / off Bluetooth

To turn on or turn off Bluetooth, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. To turn on, tap Bluetooth switch to **ON** position.
5. To turn off, tap Bluetooth switch to **OFF** position.

Data Synchronization

Data usage indicator

To turn on, set, or turn off the data usage indicator, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Tap **Data Usage**.
4. If necessary, move the **Mobile data** switch to the ON position.
5. Choose from the following options:
    - Turn on a data usage limit
        - Select the **Limit mobile data usage** check box. A new horizontal red bar appears in the graph.
        - Touch the **red** bar and slide up or down to the desired data amount. When you reach this data amount, your data connection will be automatically disabled.
    - Set the data usage limit
        - Touch the **red** bar and slide up or down to the desired data amount.
        - When you reach this data amount, your data connection will be automatically disabled.
    - Turn off a data usage limit
        - Clear the **Limit mobile data usage** check box.
        - The red bar will disappear from the graph.
    - Set the usage warning
        - Touch the **orange** bar and slide up or down to set the data usage warning.
        - This will not automatically disable your data connection; select a very high value to avoid receiving a warning.

View data use by app

To view how much data certain apps are using, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **System settings**.
3. Tap **Mobile data**.
4. If necessary, touch the **blue** bars on the graph and slide left or right to edit the time period included.
5. Scroll down to view a list of applications sorted from most data used to least data used.
6. Select an application to view more details.

Emergency Alerts

Turn on / off Emergency Alerts

To turn on or turn off Emergency Alerts, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Emergency Alerts**.
3. Tap **Settings**.
4. Tap the **Menu icon** in button right of screen.
5. Tap **Settings**.
6. Enable or turn off the following:
    - **Show imminent threat**
        - **Show extreme threat**
        - **Show severe threat**
    - **Show AMBER alert**

Note: Presidential alerts cannot be turned off.

Global Positioning System (GPS)

Turn on / off GPS

To turn on or turn off GPS, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Location access**.
4. To turn GPS on, move the GPS satellites slider to the **ON** position.
5. To turn GPS off, move the GPS satellites slider to the **OFF** position.

Internet Browser

Browser cache

To clear the mobile browser cache, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Chrome** to launch the browser.
3. Tap the **Menu** icon.
4. Tap **History**.
5. Tap **CLEAR BROWSING DATA** at bottom of screen.
6. The following options display
    - **Clear browsing history**
    - **Clear the cache**
    - **Clear cookies, site data**
    - **Clear saved passwords**
    - **Clear autofill data**
7. Select **Clear the cache**.

8. Tap **Clear**.

Browser cookies

To clear the mobile browser cookies, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Chrome** to launch the browser.
3. Tap the **Menu** icon.
4. Tap **History**.
5. Tap **CLEAR BROWSING DATA** at bottom of screen.
6. The following options display
    - **Clear browsing history**
    - **Clear the cache**
    - **Clear cookies, site data**
    - **Clear saved passwords**
    - **Clear autofill data**
7. Select **Clear cookies, site data**.
8. Tap **Clear**.

Browser history

To clear the mobile browser history, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Chrome** to launch the browser.
3. Tap the **Menu** icon.
4. Tap **History**.
5. Tap **CLEAR BROWSING DATA** at bottom of screen.
6. The following options display
    - **Clear browsing history**
    - **Clear the cache**
    - **Clear cookies, site data**
    - **Clear saved passwords**
    - **Clear autofill data**
7. Select **Clear browsing history**.
8. Tap **Clear**.

Browser tabs open / close

To open a new browser tab or close one, follow these steps:

Open first window

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Chrome** to launch the browser.

Open additional windows

1. From any Chrome browser, tap the Menu icon.
2. Tap **New tab** to add a new standard tab.
3. Tap **New incognito** tab to add a new incognito tab.

Navigate between open windows

1. From any Chrome browser, tap the Tabs icon.
2. From here you can navigate between:
    - Standard and Incognito tabs
    - Tabs created within each section

Close an open window

1. From any Chrome browser, tap the Tabs icon.
2. Tap the **X** next to any individual tabs to close them.
3. Tap the **Menu** icon then tap **Close all tabs** to close all.

Turn on / off JavaScript

This feature is not available.

Network

APN & data settings

To add a new APN, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More...** to expand the menu.
4. Tap **Mobile networks**.
5. Tap **Access Point Names**.
6. Tap the **Menu icon** in button right of screen.
7. Tap **New APN** and edit the settings.
8. Tap the **Menu icon** in button right of screen.
9. Tap **Save** to confirm.

Manual network selection

To manually select the wireless network the device connects to, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More...** to expand the menu.
4. Tap **Mobile networks**
5. Scroll to and select **Network operators.**
6. Under 'Available networks,' tap **Select manually**.
7. Tap **OK.**
8. After a few moments, tap the desired network.
9. Tap **OK**.

The device detects and registers on wireless networks inside Walmart Family Mobile's calling area, but roaming networks are usually restricted to Walmart Family Mobile SIM cards. You can manually select a network only in areas where Walmart Family Mobile does not own GSM spectrum.

Turn on / off Airplane mode

Airplane mode turns off wireless connections. This allows you to use apps and menus, but not make calls or use the internet.

To turn on or turn off airplane mode, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under WIRELESS & NETWORKS:
    - Select **Airplane mode** to turn on.
    - Clear **Airplane mode** to turn off.

Turn on / off data roaming

To turn on or turn off data roaming, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More...** to expand the menu.
4. Tap **Mobile networks**
5. Scroll to and tap **Data roaming**.
6. Under Roaming mode, tap **Disable** to turn off.
7. To enable data roaming choose either:
    - **National roaming only**
    - **All networks**
8. Tap **OK** to confirm.

System Manager

This feature is not available.

Wi-Fi

This feature is not supported.

Home Screen

Add widget or shortcut

To add a widget or shortcut to a home screen, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **APPS** or **WIDGETS** to display a list of current apps or widgets.
4. Tap and hold the desired app or widget to add it to the home screen.

Delete widget or shortcut

To delete a widget or shortcut to a home screen, follow these steps:

1. From the home screen, tap and hold a widget or shortcut.
2. When the **Remove** (trashcan) icon appears, slide the widget or shortcut to the trashcan to remove.

Home screen wallpaper

To change the Home screen wallpaper picture, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Scroll to 'PERSONALIZE,' then tap **Wallpaper**.
5. Tap the desired location of the wallpaper image:
    - **Gallery**
    - **Live wallpapers**
    - **Video wallpaper**
    - **Wallpaper gallery**
6. Navigate to the desired wallpaper image and tap it to select.
7. Tap **Set wallpaper** to change the Home screen wallpaper image.

Keyboard

Change default keyboard

To change the default keyboard, follow these steps:

From any Home screen, tap the **All apps** icon.

1. Tap **Settings**.
2. Scroll down to 'PERSONAL,' then tap **Language & input**.
3. Scroll down to 'KEYBOARD & INPUT METHODS,' then tap **Default**.
4. Select input mode:
    - **English US (Android keyboard)**
    - **Swype**
5. For additional options, tap **Configure input methods.**
6. Choose between these three options:
    - **English US (Android keyboard)**
    - **Google voice typing**
    - **Swype**
7. Tap the **Settings** icon next to chosen input method to customize the keyboard.

Text entry mode

To change the text entry or predictive text mode, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Language & input**.
4. Tap the **Settings** icon next to chosen input method to customize the keyboard.
    - **English US (Android keyboard)**
    - **Google voice typing**
    - **Swype**
5. Follow the steps to change the text entry or predictive text mode

Turn on / off haptic feedback

To turn on / off haptic feedback, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Audio Profiles**.
4. Tap the **Settings** icon next to **General**.
5. Scroll down to 'SYSTEM,' then select or deselect the check box next to **Haptic feedback**.

Ringtones

Notifications

To change the notification sounds, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll to 'DEVICE,' then tap **Audio profiles**.
4. Under 'PREDEFINED PROFILES,' tap desired choice:
    - **General**
    - **Meeting**
    - **Outdoor**
    - **Indoor**
5. For General, tap the **Settings** icon and customize the notification.
    - [GENERAL]
        - Phone vibrate (on/off)
        - Volumes (adjust sliders for each)
            - **Ringtone**

        - **Notifications**
        - **Media volume**
        - **Alarms**
    - [INCOMING CALLS]
        - Phone ringtone
        - Music
    - [NOTIFICATIONS]
        - Select default notification
            - **Silent**
            - **Cue**
            - **Doorbell**
            - **Drop**
            - **Grotto**
            - **Hello**
            - **Interrogation**
            - **Sign**
            - **Somewhere**
            - **Upshot**
    - [SYSTEM]
        - Dial pad touch tones (on/off)
        - Audible selection (on/off)
        - Screen lock sound (on/off)
        - Haptic feedback (on/off)
        - Select power on ringtone
            - **Silent**
            - **Alcatel Start Up**
            - **T-Jingle**
        - Select power off ringtone
            - **Silent**
            - **Alcatel Shut Down**
6. Under 'SOUND ENHANCEMENT,' check or clear **Audio Enhancement**.

Ringtones

To change the ringtone, follow these steps:

Ringtone for all calls

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll to 'DEVICE,' then tap **Audio profiles**.
4. Under 'PREDEFINED PROFILES,' tap **General**.
5. Tap the General **Settings** icon.
6. Scroll to '[INCOMING CALLS],' then tap **Phone ringtone**.
7. Tap the desired ringtone from the scrolling list.
8. Tap **OK** to confirm.

Ringtone for calls from one contact

This feature is not available.

Transfer music or sounds to use

Some devices require you to transfer music, sounds, or other audio files to the device in a certain way for it to be used for ringtones and notifications. To transfer these files, follow these steps:

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Sync digital media files to this device.**
3. Drag desired music to the sync window on the right.

4. Click **Start sync**.
5. When the **Sync Completed** message displays, safely disconnect the phone from the computer.

Battery / SIM Card

Insert / remove battery

To insert or remove the battery in your device, follow these steps:

Insert

1. If necessary, turn the phone off.
2. Remove the back cover using the notch located at the bottom edge of the phone.

3. Align the gold contacts on the battery with the gold contacts in the battery compartment.
4. Press the battery into place.
5. Replace the back cover by pressing it onto the phone.

Remove

1. Power the phone off.
2. Remove the back cover using the notch located at the bottom of the phone.

3. Lift the battery out of the compartment using the notch located above the battery slot.

Battery saving mode - Not available

This feature is not available.

Tips to save battery life

To save and extend battery life, follow these steps:

Lower screen brightness and timeout duration

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.

4. Tap **Brightness**.
5. Tap to clear the **Automatic brightness** check box, if desired.
6. Touch and drag the **Brightness** slider to the desired level.
7. Tap **OK**.
8. Tap the back button to return to the previous menu.
9. Return to 'DEVICE,' then tap **Display**.
10. Tap **Sleep**.
11. Tap the desired timeout setting:
    - **15 seconds**
    - **1 minute**
    - **2 minute**
    - **5 minutes**
    - **10 minutes**
    - **30 minutes**
    - **Never**

Turn off Bluetooth and GPS

1. From any Home screen, pull down the notification window from the top
2. Tap the **Bluetooth** and **GPS** icons so they are in the OFF setting.

Toggle from 3G to 2G

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More...** to expand the menu.
4. Tap **Mobile networks**.
5. Tap **Network mode**.
6. Select **WCDMA only or GSM only,** which are both 2G.
   Note: 2G uses less battery than 3G.

Update to the latest software

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'SYSTEM,' then tap **About phone**.
4. Tap **System Update**.
5. Tap **Check for software updates**.
6. Follow any additional prompts.

Insert / remove SIM card

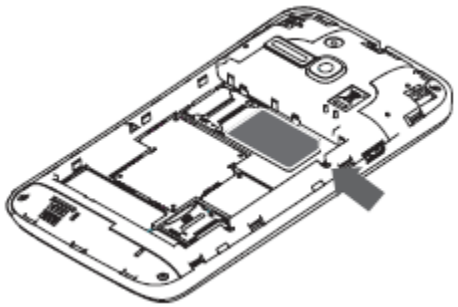
To insert or remove the SIM card, follow these steps:

Insert

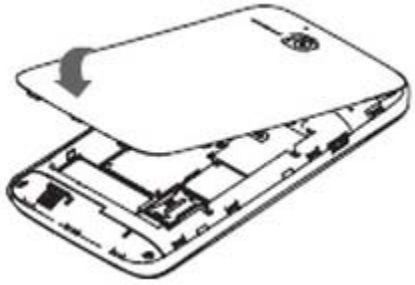
1. Turn the phone off.
2. Remove the back cover using the notch located at the bottom edge of the phone.

3. Lift the battery out.

4. Slide the SIM card into the slot with the gold contacts facing down.



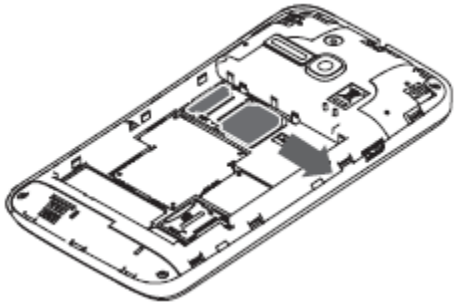
5. Replace the battery while ensuring the gold contacts are aligned.
6. Replace the back cover.



Remove

1. Turn the phone off.
2. Remove the back cover using the notch located at the bottom edge of the phone.

3. Lift the battery out.
4. Slide the SIM card out of the slot.



Delete SIM messages

To delete SIM messages, follow these steps:

1. From any home screen, tap the Messaging icon.
2. Select the desired message thread.
3. Tap the Settings icon.
4. Tap **Delete messages**.

View free SIM space - Not available

This feature is not available.

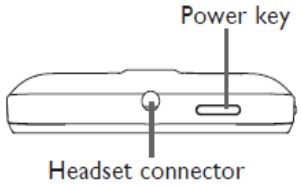
SIM unlock phone

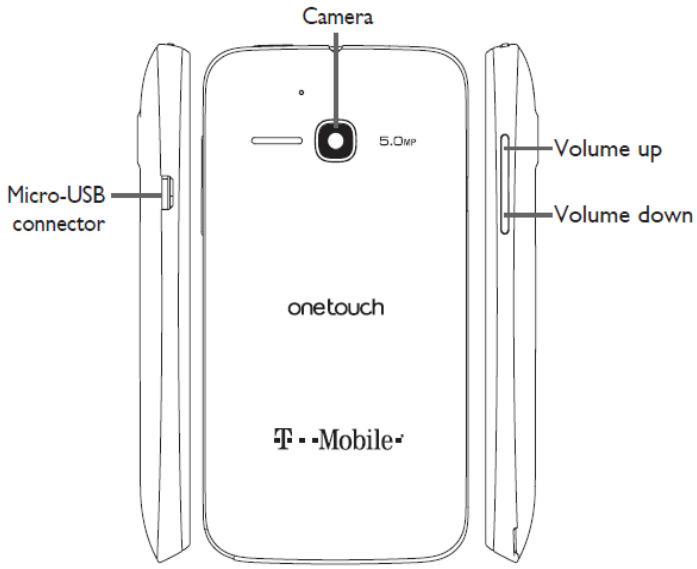
The SIM subsidy unlock code allows the device to use a SIM card from another wireless carrier. This may be necessary when traveling internationally. To enter the SIM subsidy unlock code, follow these steps:
Important: Stop if you receive an error message. The device may lock permanently if you enter the incorrect code multiple times.

1. See if your phone is eligible to unlock: Unlock Your Phone with a SIM Subsidy Unlock Code.
2. Contact Customer Care to request the SIM subsidy unlock code for your phone.
3. Insert the blocked SIM and turn on the phone. .
4. The phone displays a screen to enter the unblock code.
5. Enter the unblock code.
6. Select **OK**.

Indications / Functions / Menu

Buttons





Power key

- Press: Lock the screen/Light up the screen
- Press and hold: Show the pop-up menu to select from Power off/Restart/Airplane mode/ Quick start/Ringer mode
- Press and hold: Power on
- Press and hold **Power** key and **Volume down** key to capture a screenshot.
- Press to mute the ringtone when there's an incoming call.

Back key

- Touch to go back to the previous screen, or to close a dialog box, options menu, the notification panel, etc.

These keys are visible when the screen lights up.

Home key

- While on any application or screen, touch to return to the Home screen.

Recent apps key

- Displays recently used apps list, touch app in list to open app. To remove an app from list drag app to left or right side.
- Touch and hold: As **Menu** key, touch and hold it to access **Wallpaper**, **Manage applications** and **Settings**.

Volume Keys

- In call mode adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode adjusts the media volume.
- In general mode adjusts the ring tone volume.
- Mute the ringtone of an incoming call.
- In Camera mode use as capture key to take a photo and start or stop video recording.
- Press to light up the screen when it dims during a call.

Icons

	New text or multimedia message		Call in progress using Bluetooth® headset
	Problem with SMS or MMS delivery		Missed call
	New Google Talk message		Call on hold
	New voicemail		Call forwarding is on
	Upcoming event		Uploading data
	Song is playing		Downloading data
	Screenshot error		Download finished
	USB tethering is on		Select input method
	Portable Wi-Fi hotspot is on		An open Wi-Fi network is available
	Screenshot captured		Phone is connected via USB cable
	Carrier data use threshold approaching or exceeded		Radio is on
	Call in progress		System update available

IMEI

To find the IMEI serial number of your device, follow these steps:

1. From the Home screen, enter ***#06#**.
2. The IMEI number will automatically display.

Liquid Damage Indicator (LDI)

Walmart Family Mobile devices have an indicator that shows if it has been subjected to liquid damage. To read the Liquid Damage Indicator (LDI), follow these steps:

1. Remove the back cover and battery from your device.
2. View the image to read the label:

White LDI (indicates no liquid damage)

Pink or red LDI (indicates liquid damage)

Status lights

To understand what the status light indicators and charging lights mean, refer to the following:

	GPRS connected		Receiving location data from GPS
	GPRS in use		USB debugging connected
	EDGE connected		No SIM card inserted (gray)
	EDGE in use		Vibrate mode
	3G connected		Ringer is silenced
	3G in use		Phone microphone is mute
	Data transfer		Battery is very low
	Connected to a Wi-Fi network		Battery is low
	Wi-Fi calling		Battery is partially drained
	Bluetooth® is on		Battery is full
	Connected to a Bluetooth® device (blue)		Battery is charging
	Airplane mode		Headset connected
	Alarm is set		No signal (gray)
	GPS is on		Signal strength (white)

Memory

Manage memory (RAM)

To manage the internal memory, follow these steps:

Restart your device regularly

You should restart the phone at least once a day:

1. Press and hold the **Power** button. The device turns off.
2. Press and hold the **Power** button again to turn the device on.

Manage applications

Keep your applications updated:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Applications**.
4. Select the desired application and review for any updates.

Task manager

To use Task Manager to free up memory space, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Applications**.
4. Tap the following tabs near the top of the screen:
    - **DOWNLOADED** to view and uninstall downloaded applications
    - **SD CARD** to view applications installed on the SD card
    - **RUNNING** to view applications that are currently running
    - **ALL** to view all applications
5. Tap the application you want to stop or uninstall.
6. Tap **Stop**, **Force stop**, or **Uninstall**, if available.

View free memory

To view free memory, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. View memory by following:
    - **Phone storage**
    - **Total space**
    - **Available space**
    - **Apps (app data, etc.)**
    - **Pictures, videos**
    - **Audio (music, etc.)**
    - **Downloads**
    - **Cached data**
    - **Misc.**

Manage memory (ROM)

To manage the internal storage space, follow these steps:

Clear the storage at least once a week.

- Delete unnecessary text messages (SMS) and picture messages (MMS).
- Transfer pictures and media stored on the phone memory to your computer.
- Clear the browser cache, cookies, or history.
- Delete the call logs.

Set the device to manage some memory

Prevent the storage from being filled as quickly. Change the setting for email synchronization to download only a few days

1. From any home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **Account settings**.
4. Tap the email account.
5. Scroll down to 'DATA USAGE,' then tap **Days to sync**.

6. Tap the desired setting:
    - **One day**
    - **Three days**
    - **One week**
    - **Two weeks**
    - **One month**
    - **All**

View free storage space

To view the amount of free internal storage, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **File Manager**.
3. View the following under **Phone storage:**
    - **Available**
    - **Total space**

SD Card & Transfer

Format SD card

Formatting the SD card deletes all data on it. You may wish to format the SD card if you want to delete the files, if files or apps on the SD card are not working, or if the SD card is not working.

To format the SD card while inserted in the device, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Scroll down to 'SD CARD,' then tap **Format SD card**.
5. Tap **Format SD card** below the warning message to confirm.
   Note: This action will erase the SD card in the phone. You will lose ALL data on the card!

Insert / remove SD card

Memory cards add extra storage space for your music, pictures, videos, and more. This phone uses a microSD memory card size, which are sold separately.

To insert or remove the microSD card, follow these steps:

Install microSD card

1. Power off your phone.
2. Remove back cover by pulling cover up and remove battery.
3. Slide the metal microSD card tray to right unlock position. The tray will click and release when unlocked.
4. Place microSD card into the slot with the gold contacts facing downward.

Remove microSD card

1. Slide the metal card tray to right unlock position. The tray will click and release when unlocked.
2. Remove microSD card from slot.
3. Once microSD card is removed from slot, close the card tray.
4. Slide tray to left lock position. The tray will click when locked.

Open or delete files using a computer

To open or delete files on the SD card using a computer, follow these steps:

1. Connect the USB cord to your phone, then to a computer.
2. Click **Open device to view files**.
   Note: You will see two Removable Disk folders open. One is for your internal device memory and the other is for your SD card.
3. Open the Removable Disk folder representing your SD card.
4. Click to open the desired folder(s).
5. To delete a file, click the file, press **Ctrl + D**, and then click **Yes**.
6. When finished, safely disconnect the phone from the computer.

Open or delete files using the device

To open or delete files on the SD card using the device, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **File Manager**.
3. Tap **SD Card**.
4. Navigate to and tap the file(s) you want to open or delete.
5. To open tap the file(s).
6. Tap the **trashcan** icon to delete.
7. Tap **OK** to the **Delete selected item?** message.

Set default memory storage

By default, the device stores data on the either the SD card or the internal storage. To set the default memory storage to another location, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Under 'Default write disk,' set the storage location:
   - **SD Card**
   - **Phone Storage**

Transfer files between computer & SD card

To transfer files and pictures between the computer and SD card, follow these steps:

1. Connect the USB cord to your phone, then to a computer.
2. Click **Open device to view files**.
3. **Note**: You will see two Removable Disk windows. One represents your device's internal memory and the other your SD card.
4. On the computer, navigate to and open the phone’s disk drive.
5. Locate and copy the desired file(s) on the computer.
6. Paste the files in the desired location on the phone’s disk drive.
7. When finished, safely disconnect the phone from the computer.

Transfer files between internal storage & SD card

To transfer files and pictures between the internal storage and SD card, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **File Manager**.
3. Tap **Phone storage**.
4. Scroll **Phone** to enter your phone's internal memory.
5. Locate the file you want to move
6. Select **Options** and then select **Select**.
7. Select each file you want to transfer or else select **Select all**.
8. Select **Options**.
9. Scroll to and select **Copy selected**.
   Note: Select **Move selected** to move the files without duplicating them.

10. Scroll to and select **SD Card**.
11. Select **Open**.
12. Navigate to where you want to transfer the files. Select **Options** and then select **Select**.

View free SD card space

To view the amount of free SD card storage, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Scroll down to 'SD CARD,' then tap **SD card**.
5. View the **Free** value.

Apps

Clear app cache and data

Clearing cache or data from an app can fix some software problems. If you clear data, any data stored in that app is lost, such as settings, login information, and saved games. If you don't want to clear the data, try just clearing cache first. If you still experience problems, then clear data too.

To clear the cache and data for an app, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Select the desired app.
6. Tap **Clear cache**.
7. Tap **Clear data**.
8. If necessary, tap **OK**.

Uninstall app

To uninstall third-party apps, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Select the desired app.
6. Tap **Uninstall**.
7. Tap **OK**.

Hide apps

Although you may be unable to uninstall some preloaded apps, you may be able to hide and disable them. This causes them to hide from the Apps menu and not perform updates.

To hide or disable preloaded apps, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Tap the desired app.

6. Tap **Disable**.
7. Tap **OK**.

Show apps

To show or enable preloaded apps you have hidden, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Tap the desired app.
6. Tap **Enable**.

Pre-installed apps

The following apps are pre-installed on the device:

- Calculator
- Calendar
- Camcorder
- Camera
- Chrome
- Clock
- Downloads
- Email
- Emergency Alerts
- File Manager
- Gallery
- Gmail
- Google
- Google Settings
- Google+
- Local
- Lookout Security
- Maps
- Messaging
- Messenger
- Mobile HotSpot
- Movie Studio
- Music
- Navigation
- News & Weather
- Notes
- People
- Phone
- Play Books
- Play Magazines
- Play Movies & TV
- Play Music
- Play Store
- Radio
- Settings
- Setup
- Sound Recorder

- T-Mobile My Account
- T-Mobile Name ID
- T-Mobile TV
- Talk
- Time
- ToDo
- Twitter
- Video Player
- Visual Voicemail
- Voice Dialer
- Voice Search
- YouTube

Sync apps & accounts

To add or edit apps and accounts to sync, follow these steps:

Google Account

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **Google**.
4. Under the **Sync** menu, select the check boxes for any of the following:
    - **Sync app data**
    - **Sync Calendar**
    - **Sync Chrome**
    - **Sync Contacts**
    - **Sync Gmail**
    - **Sync Google Photos**
    - **Sync Google Play Books**
    - **Sync Google Play Magazines**
    - **Sync Google Play Music**
    - **Sync People details**

Camera

Camera settings

Before using the Camera, please be sure to remove the protective lens cover before use to avoid it affecting your picture quality. Below is an overview of the camera settings.

To change the settings for taking and displaying pictures, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Camera**.
3. Adjust the slider bar to either camera or video mode:
    - **Camera**
    - **Video mode**
4. In **Camera** mode, you can adjust these settings:

[General settings]

- **Scene mode**
- **Exposure**
- **White balance**
- **Capture mode**
- **Grid**

[Camera settings]

- **Store location**
- **Shutter sound**
- **Timer**
- **Picture size**
- **ISO**
- **Anti banding**

5. In **Video** mode, you can adjust these settings:

[General settings]

- **Scene mode**
- **Exposure**
- **White balance**
- **Time lapse interval**

[Video settings]

- **Store location**
- **Shutter sound**
- **Microphone**
- **EIS**
- **Duration**
- **Video quality**

Set default camera storage

To change if the camera stores pictures on the internal memory (ROM) or SD card, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Under 'DEFAULT WRITE DISK, tap the desired storage setting:

- **SD Card**
- **Phone storage**

Delete a picture or video

To delete pictures or videos from the gallery, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Gallery**.
3. Tap **Photo Album** see the individual pictures in the album.
4. Select the image(s) you wish to delete.
5. Tap the **trashcan** icon to delete.

Take a screen shot

This feature is not available.

Email Accounts

Add an email account manually

To set up an email account and manually enter the settings, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **+ Add account**.
4. To add an Exchange email account, tap **Corporate**.
5. To add any other email account type, tap **Email.**
6. Enter your email address and password.
7. Tap **Next.**
8. Select email checking frequency:
    - **Never**
    - **Every 5 minutes**
    - **Every 10 minutes**
    - **Every 15 minutes**
    - **Every 30 minutes**
    - **Every hour**
9. Check or clear these email settings:
    - **Send email from this account by default.**
    - **Notify me when email arrives.**
    - **Sync email from this account.**
    - **Automatically download attachments when connected to Wi-Fi.**
10. Tap **Next**.
11. If desired, edit the account name (displayed on outgoing messages).
12. Tap **Next** to complete setup.

Add a Hotmail, Gmail, AOL, or Yahoo account

To set up a Hotmail, Gmail, AOL, or Yahoo email account, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Email**.
3. Tap the desired account type:
    - **Hotmail**
    - **Gmail**
    - **AOL**
    - **Yahoo**
4. Enter user name and password.
5. Tap **Next**.
6. Select email checking frequency:
    - **Smart push**
    - **Automatic push**
    - **Never**
    - **Every 5 minutes**
    - **Every 10 minutes**
    - **Every 15 minutes**
    - **Every 30 minutes**
    - **Every hour**
7. Choose days to sync:
    - **One day**
    - **Three days**
    - **One week**
    - **Two weeks**
    - **One month**
    - **All**
8. Check or clear these email settings:
    - **Send email from this account by default.**
    - **Notify me when email arrives.**
    - **Sync email from this account.**
    - **Automatically download attachments when connected to Wi-Fi.**
9. If desired, edit the account name (displayed on outgoing messages).
10. Tap **Next** to complete setup.

Delete an email account

To delete an email account, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **Email**.
4. Tap **Account settings**.
5. Tap the email account you wish to delete.
6. Scroll down to 'REMOVE ACCOUNT,' then tap **Remove account**.
7. Tap **OK** to confirm.

Attach a file and send an email

To attach files to email messages, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap the file location:
    - **Gallery**
    - **File Manager**
    - **Downloads**
3. Tap the file, image, or picture you wish to attach to the email.
4. Tap **Email**.
5. Enter the email address or contact name. If available, select the email address or contact name when it pops up.
6. Scroll down and enter a subject.
7. Scroll down and enter the text of your email.
8. Tap the **send message >** icon at top of screen.

Delete emails

To delete email messages, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Select the email account:
    - **Gmail**
    - **Email**
3. Select the emails you wish to delete.
4. Tap the **trash can** icon at the bottom of screen to delete emails.

SMS (Text) / MMS (Picture/Video)

Add SMS service center number

This feature is not available.

Delete picture messages (MMS)

To delete picture messages (MMS), follow these steps:

1. From any home screen, tap **Messaging.**
2. Tap and hold the message you wish to delete.
3. Tap the **trashcan** to delete the message.
4. Tap **Delete** to confirm.

Delete text messages (SMS)

To delete text messages (SMS), follow these steps:

1. From any home screen, tap the **Messaging**.
2. Tap and hold the message you wish to delete.
3. Tap the **trashcan** to delete the message.

4. Tap **Delete** to confirm.

Save pictures received in a message (MMS)

To save a picture you received as a picture message (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap and hold the picture you wish to save.
3. Tap **Save attachment**.
4. Tap **Download** icon to confirm. An **Attachment saved** message will briefly appear.

Send a group text message (SMS)

To write and send text messages (SMS) to a group, follow these steps:

Create a custom group

1. From any home screen, tap **All Apps**.
2. Scroll to and tap **People**.
3. Tap **+ plus sign** at the bottom right.
4. Choose the account under which you wish to create the group:
    - **Corporate**
    - **Google**
    - **USIM**
    - **Phone**
5. Edit the group name.
6. Tap **+ plus sign** to add contacts, or type a person's name.
7. Tap **OK**.
8. Tap **Done** once you have added the desired people to the group.

Send to a Group (already created)

1. From any home screen, tap **Messaging**.
2. Tap the **+ plus sign** at the bottom to create a new message.
3. Tap **+ plus sign** at the top to expand the menu.
4. Tap **Groups**.
5. Tap the desired group.
6. Scroll down and enter your message.
7. Tap **Send**.

Send a new picture or video in a message (MMS)

To take a new picture or video and send it as a picture message (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap the + **plus sign** to create a message.
3. Tap the + **plus sign** to expand the menu.
4. Tap **Capture picture** to take a new picture.
5. Tap **Capture video** to take a new video.
6. Follow the instructions for the picture or video.
7. Tap the **check mark** icon to insert the picture or video into the message.
8. Scroll down and enter a message.
   Note: You are not required to enter a message. However, you must scroll down to the message field for the Send icon to become available.
9. When finished, tap **Send MMS** to send.

Send a saved picture or video in a message (MMS)

To send pictures or videos you have saved on your device as a picture message (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap the + **plus sign** to create a message.
3. Tap the + **plus sign** again to expand the menu.
4. Tap **Pictures** to insert a saved picture.
5. Tap **Videos** to insert a saved video.
6. Tap the desired picture or video.
7. Tap the **check mark** to insert the picture or video into the message.
8. Scroll down and enter a message.
   Note: You are not required to enter a message. However, you must scroll down to the message field for the Send icon to become available.
9. When finished, tap **Send MMS** to send.

Text to Speech

Set up & turn on

To set up and use text to speech, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Language & input.**
4. Scroll down to 'SPEECH,' then tap **Text-to-speech settings**.
5. Under 'PREFERRED ENGINE,' make selection:
   - **Google Text-to-speech Engine**
   - **Pico TTS**
6. Tap the **Settings** icon.
7. Tap **Language**, and then select the desired language.
8. Tap **Install voice data**.
9. Tap **Download** next to the desired language:
   - **Spanish (Spain)**
   - **French (France)**
   - **German (Germany)**
   - **Italian (Italy)**

Settings

Text to speech reads messages out loud, allowing you to listen to text or messages instead of reading them. To change text to speech settings, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Scroll down to 'PERSONAL,' then tap **Language & input.**
3. Scroll down to 'SPEECH,' then tap **Text-to-speech settings**.
4. Under 'GENERAL,' tap **Speech rate**.
5. Select one of the following options:
   - **Very slow**
   - **Slow**
   - **Normal**
   - **Fast**
   - **Very fast**
6. If necessary, tap **Listen to an example** to play a preview of your current settings.

Voice Commands

This feature is not available.

Content Management

Add contact

To add a new contact to the phone book, follow these steps:

1. From any home screen, tap the green **Phone** icon.
2. Tap the **Contacts** tab.
3. Tap the **+ Add Contact** icon.
4. Choose the desired option:
    - **Google**
    - **USIM**
    - **Phone**
5. Enter the contact's information.
6. Tap **Done** to save contact.

Add contact to speed dial

To add a contact to speed dial, follow these steps:

1. From any home screen, tap the green **Phone** icon.
2. Tap the **Dialer** tab.
3. Tap the **Menu** icon.
4. Tap **Speed dial**.
5. Tap a number (2 through 9) to add a contact to that number.
   Note: Speed dial number 1 is reserved for voicemail and cannot be changed.
6. Tap the contact to select for desired speed dial number (2 through 9).

Copy contact: import/export from SD card

To copy contacts between the device memory and SD card, follow these steps:

Phone to SD card

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Contacts** tab.
4. Tap the **Menu** icon.
5. Tap **Import/Export**.
6. Under 'COPY CONTACTS FROM,' tap **Phone**.
7. Tap **Next**.
8. Under 'COPY CONTACTS TO,' tap **SD Card**.
9. Select the contact(s) to copy.
10. Tap the **Export contacts** icon.
11. Tap **OK** to confirm.

SD card to phone

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Contacts** tab.
4. Tap the **Menu** icon.
5. Tap **Import/Export**.
6. Under 'COPY CONTACTS FROM,' tap **SD Card**.
7. Tap **Next**.
8. Under 'COPY CONTACTS TO,' tap **Phone**.
9. Select the contact(s) to copy.
10. Tap the **Export contacts** icon.
11. Tap **OK** to confirm.

Copy contact: import/export from SIM card

To copy contacts between the device memory and SIM card, follow these steps:

Phone to SIM card

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Contacts** tab
4. Tap the **Menu** icon in the bottom right.
5. Tap **Import/Export**.
6. Under 'COPY CONTACTS FROM,' tap **Phone**.
7. Tap **Next**.
8. Under 'COPY CONTACTS TO,' tap **SIM Card**.
9. Select the contact(s) to copy.
10. Tap the **Export contacts** icon.
11. Tap **OK** to confirm.

SIM card to phone

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Contacts** tab.
4. Tap the **Menu** icon.
5. Tap **Import/Export**.
6. Under 'COPY CONTACTS FROM,' tap **SIM Card**.
7. Tap **Next**.
8. Under 'COPY CONTACTS TO,' tap **Phone**.
9. Select the contact(s) to copy.
10. Tap the **Export contacts** icon.
11. Tap **OK** to confirm.

Delete contact

To delete contacts from the phone book, follow these steps:

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Contacts** tab.
4. Tap the **Menu** icon in the bottom right.
5. Tap Delete contact.
6. Select the contact(s) you wish to delete.
7. Tap the **trashcan** icon.
8. Tap **OK** to confirm.

Groups

Add contacts to a caller group

To add contacts to a caller group, follow these steps:

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Groups** tab.
4. Tap the **Menu** icon.
5. Select **Options**.
6. Scroll to and select **Groups**.
7. Select the desired group.
8. Select **Options** and then select **Add**.
9. Select the desired contacts to select the check box.
10. When finished, select **Done**.
11. Select **Yes** to confirm.

Create a caller group

To create a caller group, follow these steps:

1. From any home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Groups** tab.
4. Tap the **Menu** icon.
5. Select **Options**.
6. Scroll to and select **Groups**.
7. Select **Add New Group**.
8. Enter a name for the group.
9. Select **Options**.
10. Select **Save**.
11. Select **Yes** to confirm.

Backlight

Brightness

To make the screen backlight brighter or darker, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Scroll down to 'DISPLAY,' then tap **Brightness**.
5. If necessary, clear the Automatic brightness check box.
6. Scroll left or right to the desired setting.
7. Tap **OK** to save.

Timeout

To change the time before the backlight times out, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Scroll down to 'DISPLAY,' the tap **Sleep**.
5. Select the desired setting:
    - **15 seconds**
    - **30 seconds**
    - **1 minute**
    - **2 minutes**
    - **5 minutes**
    - **10 minutes**
    - **30 minutes**
    - **Never**

Backup & Restore

Back up apps

Back up application data, Wi-Fi passwords, and other settings to Google servers.

To back up data, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Backup and reset**.
4. Select the check box next to **Back up my data**.
5. Tap **Backup account**.

6. Tap **+Add account** to set the backup account.
7. Follow the steps wizard to add a new Google account or use an existing one. It may take a few minutes

Backup contacts - Not available

This feature is not available.

Back up media & pictures

To back up your media and pictures, follow these steps:

Using computer

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Import Pictures and Videos**.
3. If desired, tag pictures (optional)
4. Click **import**.
5. When finished, safely disconnect the phone from the computer.

Using device

This feature is not available.

Restore apps

Automatic restore

To set device to perform an automatic restore, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Backup and reset**.
4. Select the check box next to **Automatic restore**.

Restore contacts

This feature is not available.

Restore media & pictures

To restore backed up media and pictures, follow these steps:

Using computer

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Open device to view files**.
3. Navigate to the files you backed up.
4. Navigate to and open the phone's internal memory.
5. If you have an SD card installed, you will see two Removable Disk drives.
6. Copy and paste the desired files or folders stored in your computer to the desired location inside your device's internal memory.
7. If you have an SD card installed, you can also restore the files to your SD card.
8. When finished, safely disconnect the phone from the computer.

Using device

This feature is not available.

Software Version

Check software version

To check the current software version, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'SYSTEM,' then tap **About phone**.
4. View the **Software version**.

Device Setup

Setup wizard

After turning on your device the first time, you may see a setup wizard to help you set up your device. To do this initial setup, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Setup**.
3. To skip the Setup guide, tap **Skip all**.
4. Tap **Get started**.
5. Select desired language:
    - **English**
    - **Espanol**
6. Tap **Next**.
7. If desired, follow instructions to set up Wi-Fi.
8. Tap **Skip** to bypass Wi-Fi setup.
9. If desired, follow instructions to set up Google account.
10. If desired, check the following boxes:
    - **Google's location service**
    - **Location and Google search**
11. Tap **Next**.
12. If desired, follow instructions to:
    - **Set up Voicemail**
    - **Sign in to Email**
    - **Sign in to Social Network**
13. Tap **Go to Home screen** to complete setup.
14. To return to setup at any time, tap the **Setup** icon in the app tray.

Language

Change language

To change the language of the device and menus, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Language & input**.
4. Tap **Language**.
5. Select the desired language:
    - **English**
    - **Espanol**

Reset

Wipe cache partition - Not available
This feature is not available.

Master reset from settings menu

A master reset restores the original factory settings and may delete your personal data on the internal storage, such as downloaded content, ringtones, images, apps, and contacts. It does not delete data stored on the SIM card or SD card.

To perform a master reset, follow these steps:

1. Back up all data on the internal memory.
2. From any Home screen, tap the **All Apps** icon.
3. Tap **Settings**.
4. Scroll down to 'PERSONAL,' then tap **Backup and reset**.
5. Scroll down to 'Personal data,' then tap **Factory data reset**.
6. Tap **Reset phone**.

Note: If the handset is locked, frozen, or unresponsive, you can perform a master reset using the hardware keys instead of the menu.

Master reset with hardware keys

A master reset restores the original factory settings and may delete your personal data on the internal storage, such as downloaded content, ringtones, images, apps, and contacts. It does not delete data stored on the SIM card or SD card.

If the device menus are frozen or unresponsive, you can master reset using hardware keys. To perform a master reset, follow these steps:

1. Back up all data on the internal memory.
2. Turn off the device.
3. Remove the back cover.
4. Remove the battery.
5. Remove the SIM card.
6. Wait several seconds then reinstall the battery and SIM card and replace the back cover.
7. Press and hold down the **Pound (#)** key and the red **End** key at the same time until a menu screen appears.
8. Select the green **Check mark**.
9. The phone will reset.

Safe mode - Not available
This feature is not available.

Security

Change device lock password / PIN

To change device lock password or PIN, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll to 'PERSONAL,' then tap **Security**.
4. Scroll to and select **Activate Phone Code**.
5. Select **Change phone code**.
6. Enter the old password. Select **OK**.
7. Enter your new password. Select **OK**.
8. Enter your new password again. Select **OK**.

Turn on / off device lock

To turn on or turn off the device lock password or PIN, follow these steps:

Turn on

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll to 'PERSONAL,' then tap **Security**.
4. Tap **Set up screen lock**.
5. Chose screen lock type:
    - **None**
    - **Slide**
    - **Pattern**
    - **PIN**
    - **Password**
6. Follow the instructions for Pattern, PIN, or Password.

Turn off

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll to 'PERSONAL,' then tap **Security**.
4. Tap **Set up screen lock**.
5. Change from selected screen lock to **None** from the list below:

    - **None**
    - **Slide**
    - **Pattern**
    - **PIN**
    - **Password**

PUK code unlock

If you enter a PIN code incorrectly several times in a row, the device blocks you from attempting again. To enter a PUK code and unblock the PIN, follow these steps:

Important: You must call Customer Care for the PUK code. Entering the wrong code can permanently damage your SIM card.

1. Contact Customer Care to request your PUK code.
2. Enter the PUK code.
3. Select **OK**.
4. Enter your new PIN.
5. Select **OK**.
6. Re-enter your new PIN.
7. Select **OK**

Change SIM PIN - Not available

This feature is not available.

Turn on / off SIM PIN

To lock and unlock the SIM card, follow these steps:

Turn on

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.

3. Scroll to 'PERSONAL,' then tap **Security**.
4. Scroll to 'SIM card lock,' then tap **Set up SIM card lock**.
5. Tap **Lock SIM card**.
6. Enter the password.
   Note: The default password is **1234**.
7. Select **OK**. 'Phone locked' appears on the screen.

Turn off

1. From any Home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll to 'PERSONAL,' then tap **Security**.
4. Scroll to 'SIM card lock,' then tap **Set up SIM card lock**.
5. Tap **Lock SIM card**.
6. Enter the password.
   Note: The default password is **1234**.
7. Select **OK**. 'Phone Unlocked' appears on the screen.

Time & Date

Auto-update time (NITZ)

To set the device clock to automatically update based on what time zone it is in, follow these steps:

Note: When you enter a different time zone and turn on your device, it automatically updates to the new time. This feature is network-dependent and may not be available in all areas.

Turn on

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'SYSTEM,' then tap **Date & time**.
4. Tap Automatic date & time.
5. Choose one of the following:
   - **Use network provided time**
   - **Use GPS provided time**
6. Check the box next to **Automatic time zone**.

Turn off

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'SYSTEM,' then tap **Date & time**.
4. Tap **Automatic date & time**.
5. Tap **Off**.
6. Clear the box next to **Automatic time zone**.

Set time & date

To set the time and date of the device clock, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'SYSTEM,' then tap **Date & time**.
4. Tap **Automatic date & time**.
5. Tap **Off**.
6. Clear the box next to **Automatic time zone**.
7. Tap **Set date** and enter the date.
8. Tap **Set time** and enter the time.
9. Tap **Select time zone** and choose time zone.

10. If desired, check or clear **24-hour format**.
11. If desired, tap **Select date format** and choose format.